

Control Number: 50664



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THE MB&W BUILDING 26000 Cannon Road Cleveland, Ohio 44146 Phone 440.735.5100 Fax 440.735.5110

FROM:

McCarthy, Burgess & Wolff

26000 Cannon Road Cleveland, OH 44146

TO:

Public Utility Commission of Texas

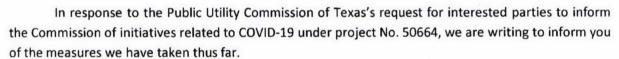
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RE:

Project No. 50664

COVID-19 Coronavirus Disaster Response Measures



In light of the ongoing health crisis created by the conoravirus, McCarthy, Burgess & Wolff ("MB&W") has taken measures to reduce the economic effects on consumers. MB&W has adjusted internal policies and procedures to work with affected consumers and communities by adjusting payment options and deferring payments or temporarily suspending activities on accounts on an individual basis consistent with the needs of the consumer.

As always, consumers are able to communicate with MB&W through email or via telephone. Our website self-service page for payments is available 24/7. We encourage affected consumers to contact us with any questions or concerns regarding their account(s).

In addition to these policies and procedures, MB&W is following guidance from the various States that provide recommendations or guidance regarding MB&W activities within those States. We will continue to work with Federal, State, and Local governments and agencies in applying guidance and recommendations at MB&W. We are continuously monitoring our policies and procedures as the situation evolves.

Respectfully,

Randi L. Nine, Esq.

Senior In House Counsel

McCarthy Burgess & Wolff, Inc.